

1/16

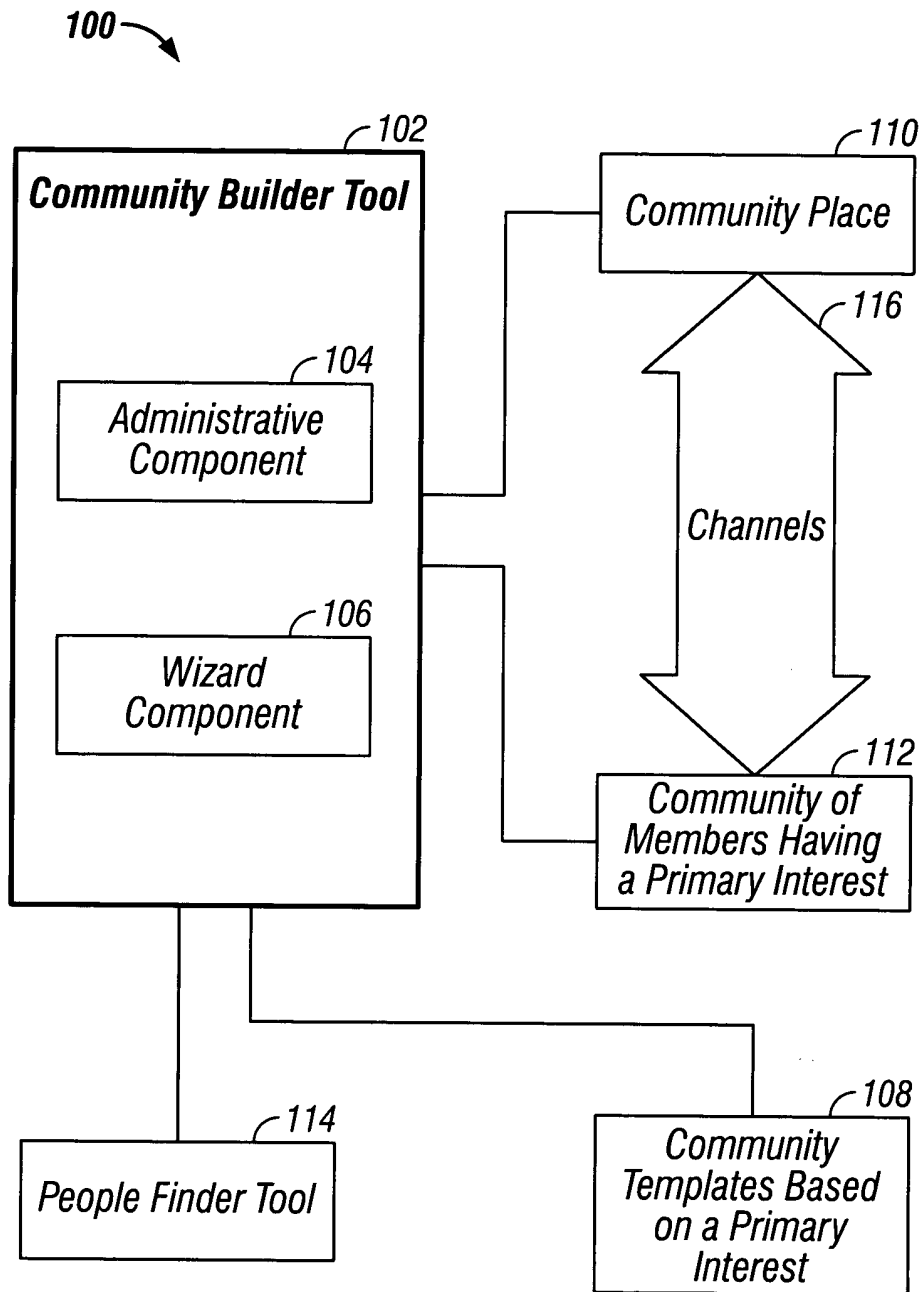


FIG. 1

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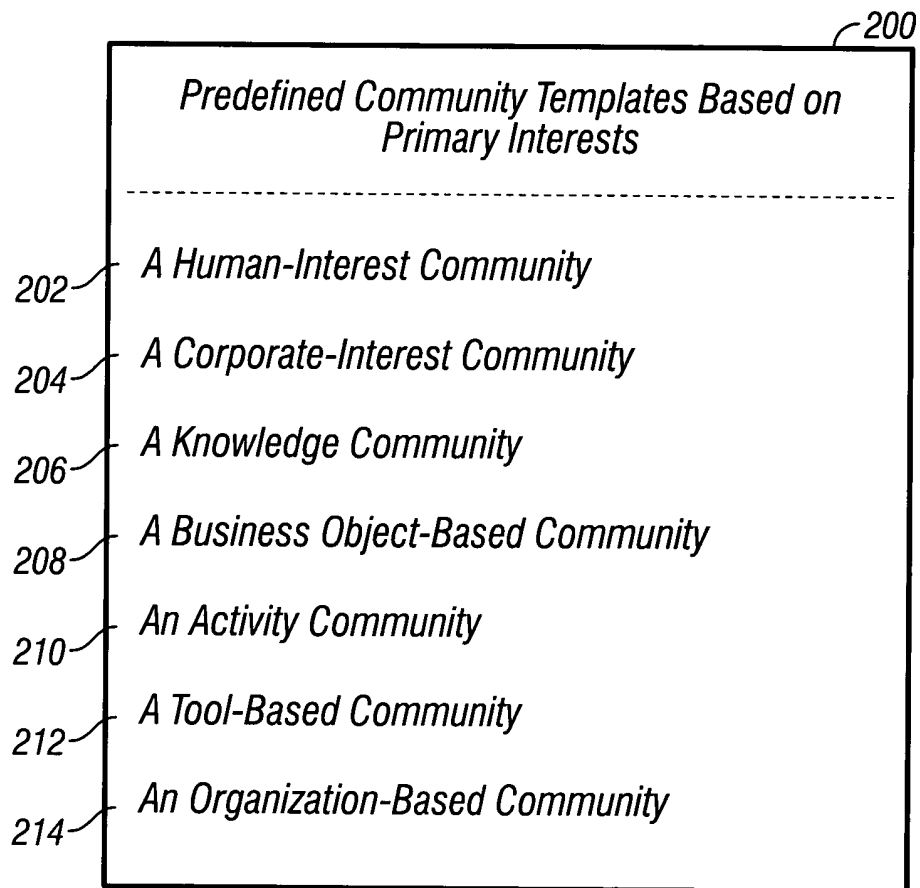


FIG. 2

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300

302	
Channel Types	Description
Operational	Conversation on Working Level <ul style="list-style-type: none">- About Daily Experiences- Question and Answers- Coordination of Work- Gossip, Jokes
Strategic (Closed)	Conversation on Meta Level About <ul style="list-style-type: none">- New Concepts- Evaluation of Current Process- Global Coordination
Be Up-to-Date	Educational Information <ul style="list-style-type: none">- New Technologies, New Projects- Training Offers- Changes, New Resources

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FIG. 3

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400

402		
404	402	402
Community Driven By		
406	Example	Message Type
Tool & Methods	MS-Office Contextual Design Workbench	Questions & Problems Updates, Fixes, Patches Tips, How-To, Work-Arounds Trainings
408	Activities	Best Practice, Standards Tools Changes, New Technology Question & Solutions Trainings Jokes, Stories, Opinions Demand Aggregation
410	Service Offering	Resource Coordination Changes Feedback
412	Interest	New Info Resources Opinions, Experiences Insights, Tips, Ideas Best Practice, Success Stories

FIG. 4

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500

502			506
508			504
510	Communication	Synchronous	Asynchronous
		Phone, Chat Online Meeting	Email Instant Messages Discussion Threads, Voting
	Information	Shared Applications Co-Browsing of Documents Whiteboard	Shared Folders Solution Database
512	Coordination	Floor Control Localization	Team Calendar Project Milestones Task Lists Case Tools

FIG. 5

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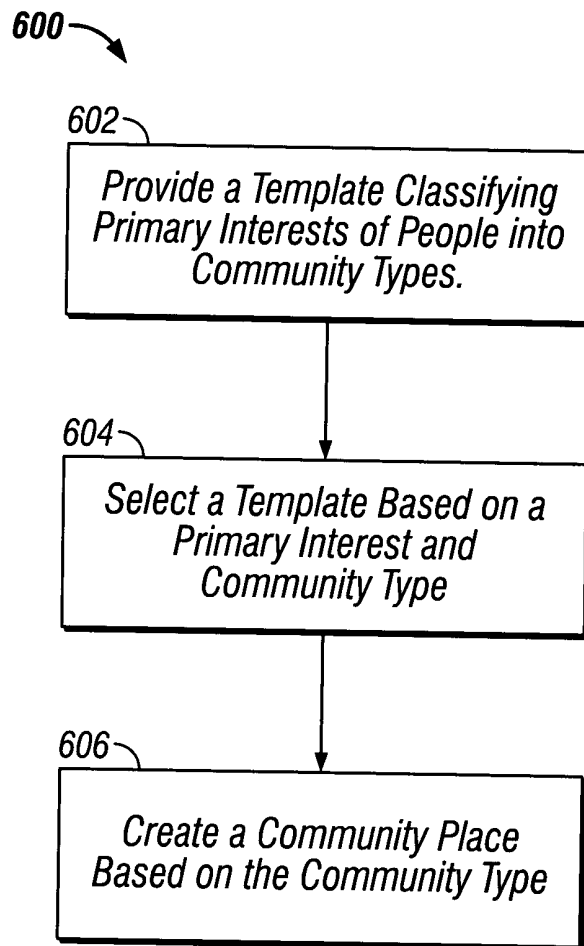


FIG. 6

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700

Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Links

Address

Community Builder

1 Basic Data

2 Specify Type

3 Tools & Methods

4 Assign People to Roles

5 Assign Roles to People

6 Add Documents

7 Invite Members

Enter your community's basic data

Your collection contains 52 people based on the following search terms: Portal, EJB, J2EE, Java Development

Please enter a name and description for this community.

Name: 704

UDDI USA

Description: 706

708 Cancel 710 Next >

Done

Unknown Zone (Mixed)

701

FIG. 7A

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720

Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Address Links

Community Builder

- 1 Basic Data
- 2 **Specify Type**
- 3 Tools & Methods
- 4 Assign People to Roles
- 5 Assign Roles to People
- 6 Add Documents
- 7 Invite Members

Specify the Type of Community

Select the community type and characteristics.

Members have similar:

722a

- ☐ activities
- ☒ interests
- ☐ tools & methods
- ☐ business context

722b

Select...

Select...

Select...

Select...

The community will be:

- ☒ open and recommended (it will appear in the community list of the Portal - everyone can join)
- ☐ open (it will appear in search results - everyone can join)
- ☐ closed (it will appear in search results - restricted membership)
- ☐ closed and hidden (it will appear in search results - restricted membership)

724

Message boards will be:

- ☐ free to post
- ☐ moderated
- ☐ free to post

708 711 710 726

Cancel < Previous Next > Done

Unknown Zone (Mixed)

701

FIG. 7B

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730 →

701

Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Links

Address

Community Builder

1 Basic Data

2 Specify Type

3 Tools & Methods

4 Assign People to Roles

5 Assign Roles to People

6 Add Documents

7 Invite Members

Specify the tools & methods for your community

Select the tools & methods that should be available to your community

☒ The community will have a community space. 732

☒ Instant Messenger

☐ Solution Databases

☒ Chat

☐ Event Calendar

☒ Shared Info Collection

☐ News

☐ Discussion Forum

☐ Download Area

☐ The community will have strategic communication channels. 734

☐ The community will have a public homepage. 736

708 711 710

Cancel < Previous Next >

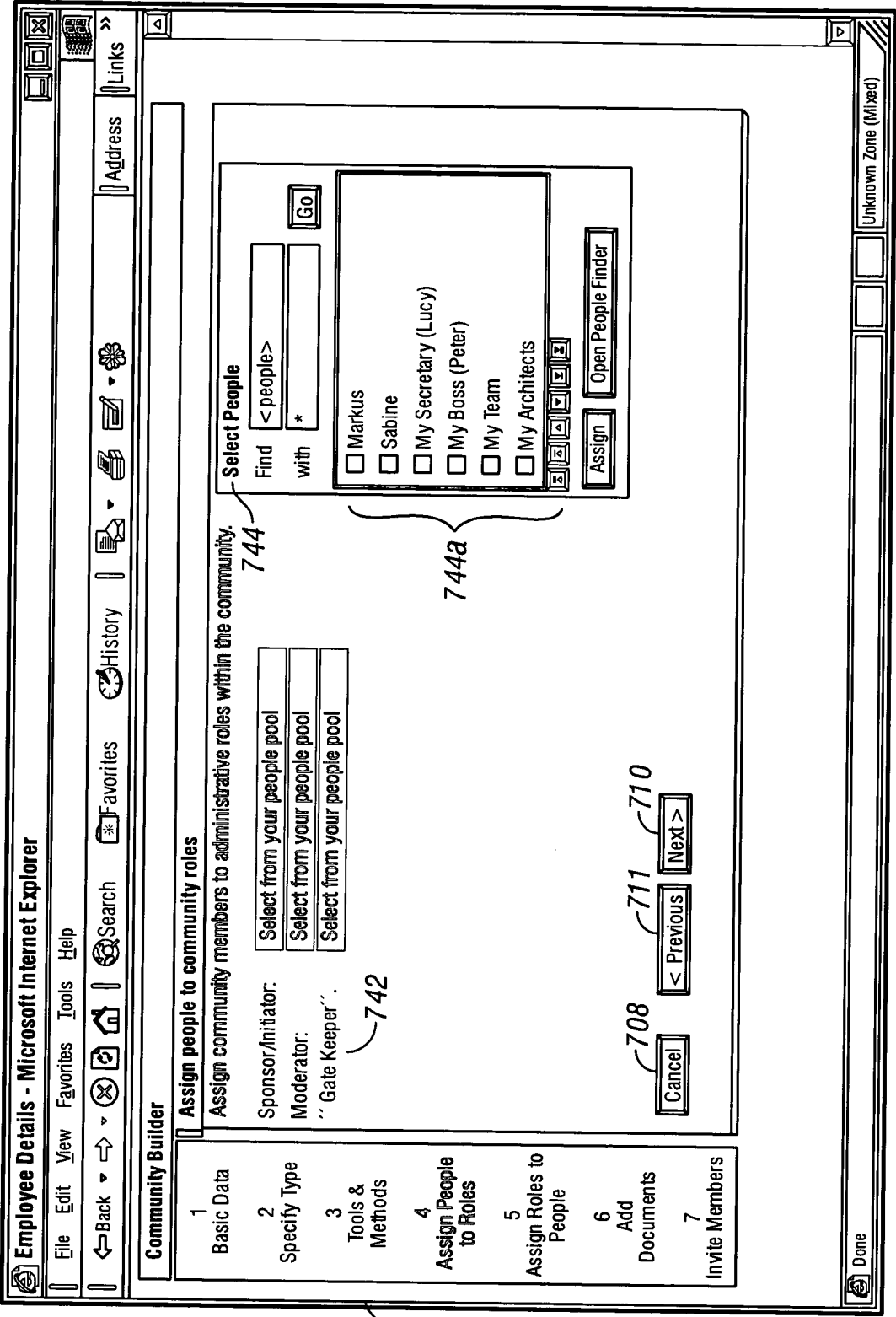
Done

Unknown Zone (Mixed)

FIG. 7C

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744a

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708

FIG. 7D

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750

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Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search History Favorites Links

Address

Community Builder

1 Basic Data

2 Specify Type

3 Tools & Methods

4 Assign People to Roles

5 Assign Roles to People

6 Add Documents

7 Invite Members

Assign roles to people

Assign roles to your community members. By default, all members are regular members.

52 Matches

Name	Company	Dept.	Guest	Member	Core
▶ Andrew Anderson	SAP USA	GBUX	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
▶ Mary Blexter	SAP USA	Sales	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>
▶ Jim Hersch	SAP USA	Cons	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>
▶ Ben Kingston	SAP USA	Cons	<input type="radio"/>	<input checked="" type="radio"/>	<input type="checkbox"/>
▶ John Malcovich	SAP USA	Sales	<input checked="" type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
▶ Timothy Showalter	SAP USA	Cons	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>

Page 1 2 3 4 5 6

752

754

708

711

710

Cancel

< Previous

Next >

Done

Unknown Zone (Mixed)

FIG. 7E

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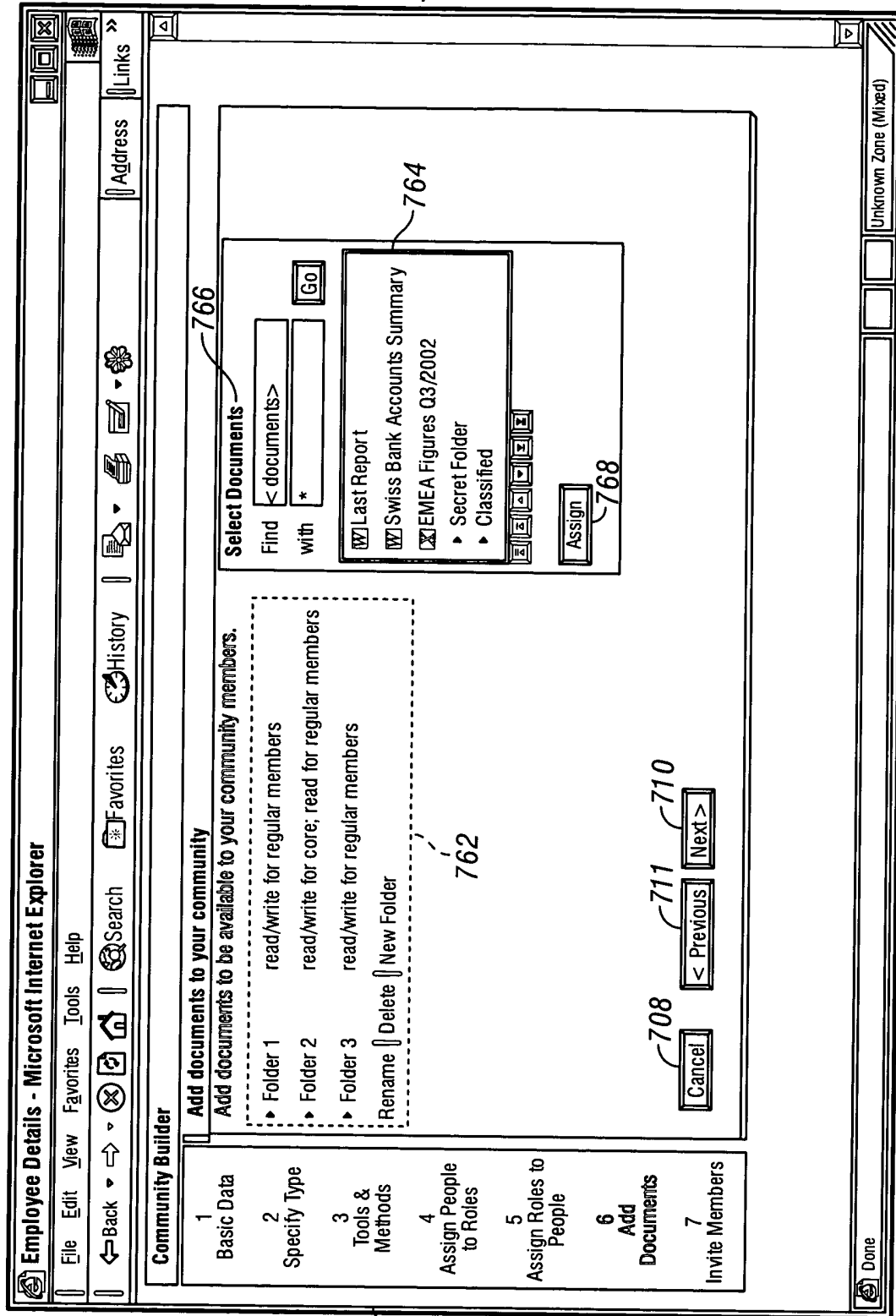


FIG. 7F

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Employee Details - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Home Search Favorites History Print Links

Address

Community Builder

1 Basic Data
2 Specify Type
3 Tools & Methods
4 Assign People to Roles
5 Assign Roles to People
6 Add Documents
7 Invite Members

Invite your community members

This is the last step. Please select your desired communication channel to invite your members. You can customize the standard message.

Send invitation by: email (772)

Message: (774)
Dear Community Members,
You are invited to join Community X. You can subscribe to get notified if there is any new material in the community.
Regards,

Cancel (708) < Previous (711) Send (710)

Done Unknown Zone (Mixed)

701

FIG. 7G

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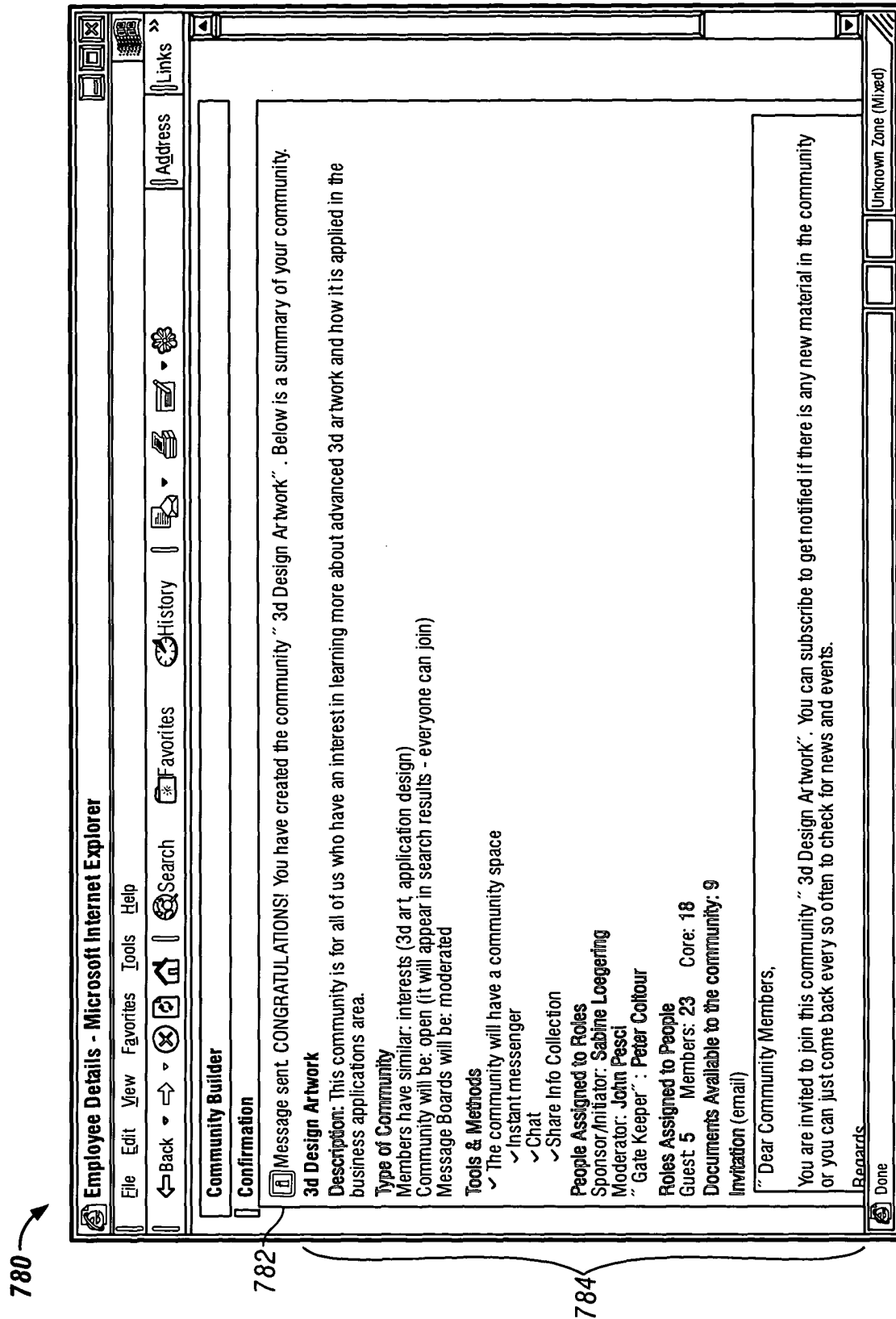


FIG. 7H

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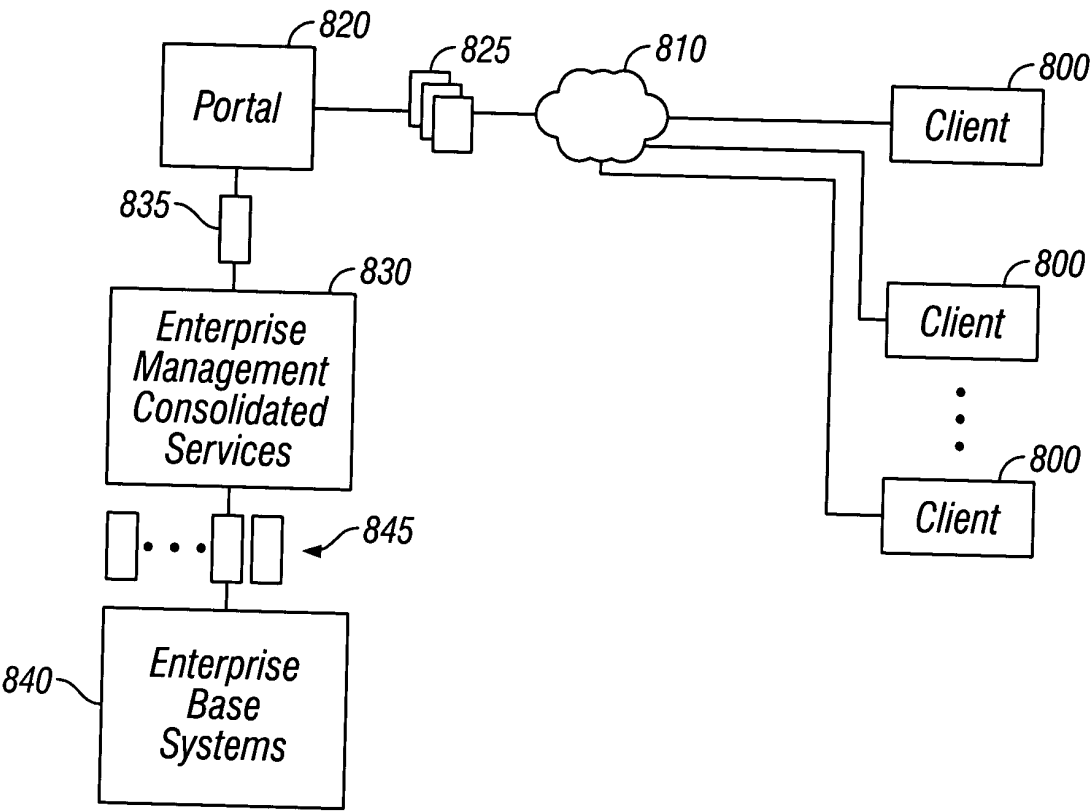


FIG. 8

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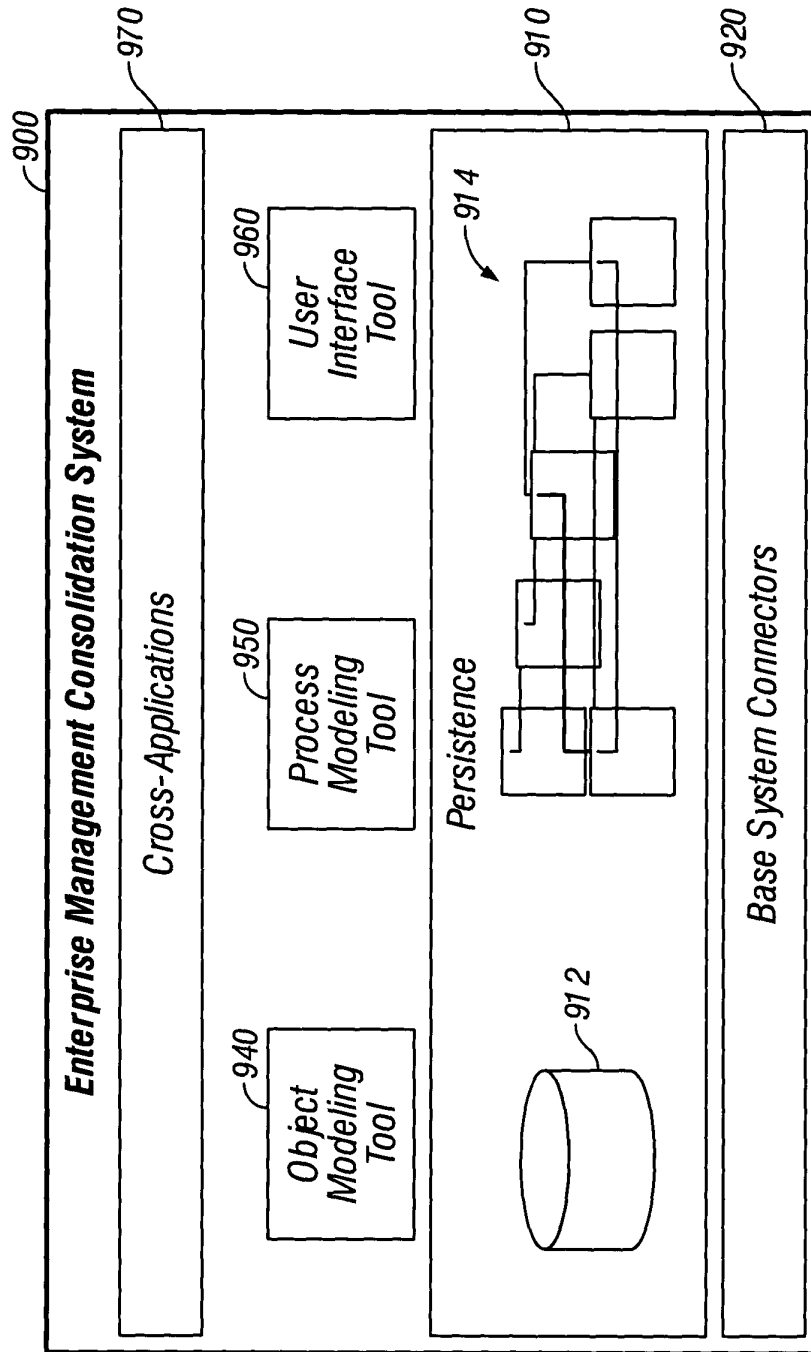


FIG. 9